



(A Government of India Enterprise)
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram- 695 012
Kerala, India.
Phone: 0471 - 2354949
CIN:U25193KL1966GOI002621
Website: www.lifecarehll.com

Invitation for Bids

SUPPLY OF 30 NOS OF INTERNET DATACARD WITH 4G DATA CONNECTION UNDER CORPORATE PLAN

Date : Dated 21st January 2017
IFB No. : HLL/CHO/IT/HCS/Datacard

The schedule of the bid is given below.

Last date and time for receipt of Bids: 15.00 Hrs. on 06.02.2017
Time and date of opening of Bids:15.30 Hrs. on 06.02.2017

Sub : Supply of 30 Nos of internet datacard with 4G data connection under Corporate Plan

HLL invites competitive bids from the eligible bidders for the supply of 30 numbers Internet datacard with 4G data connections for 'HLL Hindlabs Collection centers' in and around Thiruvananthapuram.

DEFINITIONS

“The Purchaser” means “HLL Lifecare Limited (HLL), Corporate and Registered Office, Poojappura, Thiruvananthapuram”.

“The Bidder” means a Telecom / Internet service provider who participates in the tender and submits its proposal.

“The Supplier or Service Provider” means the individual Telecom / Internet service provider who is the successful bidder for providing the required services

TERMS AND CONDITIONS

1. The quantity of requirement is **30** Nos. only. The quantity is likely to increase as per the requirement.
2. Technical Requirement
 - a. The respective bidder should be a Telecom / Internet Service Provider in India.
 - b. The bidder should be bound to abide by all decisions/regulations/norms of TRAI and/or any other competent authority in India and the purchaser is no way responsible for any non-compliance/violation in any case.
 - c. The bidder should have service support center at Thiruvananthapuram and the details may please be furnished along with the bid.
 - d. The bidder should have better 4G network coverage in Thiruvananthapuram and across all the states on PAN India basis. The details of the network coverage may please be furnished along with the bid.
 - e. The bidder may attach the list of corporate customers / clients (at least three) who are availing 4G services in Kerala.

- f. The bidder should have not been blacklisted by and state/central Government organizations/firms/institutions for which the self-certificate stating that the bidder has not been blacklisted by any institution of the Central/state Government in past three years may please be submitted.
 - g. The validity period is one year only and it is likely to be extended for further period at the discretion of the purchaser only.
 - h. The supplier has to supply 4G datacard device (USB dongle or Wi-Fi Hotspot device) with necessary accessories at free of cost.
 - i. The bidder has to mention the tariff plan for the data requirement up to **5 GB** per month at best possible rate.
 - j. The proposed plan should have validity up to one year with same tariff. However, the advantage of any decrease in tariff or any increase in the data volume at the same tariff plan for the proposed plan should be made available to the purchaser during the validity period.
3. The datacard should be plug & play on all variants of Microsoft Windows, Linux and Macintosh (Mac OS).
 4. The data cards are meant for data usage only. Bidder shall ensure that no voice charges, SMS(s) charges or any other value added service charges are included in the bills generated and in nutshell no additional amount will be paid for any services other than the data usage.
 5. The bidder has to mention the top-up charges also with various data volume plan in their bid.
 6. No change in plan/services should be made by the service provider without prior permission of the purchaser.
 7. The purchaser has the right to increase or decrease the quantity at the time of placement of order and during the validity period at the same terms and conditions.
 8. During the validity period if any upgradation in technology happens, the service provider should provide the necessary suitable hardware (datacard) at the agreed tariff plan and terms and conditions.
 9. The service provider has to generate and submit the report contains the consumption of data of the individual connections on request.
 10. The Bids shall be evaluated based on the monthly tariff only.
 11. The Purchase Order shall be placed on the lowest responsive bidder..
 12. The bid shall be valid for a period of 90 days from the date of opening of bids.
 13. Bids should be clear in all respects and those with ambiguous clauses shall be rejected.
 14. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at sivakumar@lifecarehll.com. However no post bid clarification shall be entertained.

15. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the Purchase order is placed.
16. By submitting the bid it is presumed that the bidder has verified the tender Documents and technical specification of the items in details and has quoted the tender rate accordingly.
17. The datacard should be supplied within one week time after the placement of Purchase Order.
18. Billing cycle of bills should be monthly, ending on the last day of the month and bills should be raised at the end of the billing cycle with due date of at least 15 days from the date of receipt of bills.
19. The monthly tariff shall be paid by the purchaser within 15 days against the submission of invoices as group billing. However the group invoice should be accompanied with individual connection invoices / details also.
20. In case of any delay in payments due to unavoidable circumstances, the services should not be discontinued or suspended for a minimum period of 45 days.
21. If any of the dongle become faulty within the validity period, the service provider has to arrange for repair/ replacement of the data cards within 03 (three) working days from the date of lodging of complaint.
22. The service provider should provide free roaming services across India.
23. The performance of connectivity shall be reviewed on monthly basis by the purchaser. The connection will get cancelled if the services are not found satisfactory without any compensation to the service provider.
24. The bidder has to mention Single Point of Contact (SPOC) preferably in Thiruvananthapuram in their bid for the purpose of reporting issues with respect to connectivity and billing.
25. Telephonic support should be provided on 24/7 basis through call center or toll free support.
26. The bids should be submitted at the following address.

Associate Vice President (IT)
HLL Life care Limited
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012,
Phone: 0471- 2354949.

27. Bids should be submitted on or before **15:00 Hrs on 06.02.2017** and the same **will be opened at 15.30 Hrs on the same day** at Corporate Head Office, Poojappura, Thiruvananthapuram in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.
28. Any bid received after the deadline will be rejected.

29. The purchaser reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
30. The envelopes containing the bid shall bear the Bid Number with date and the words "DO NOT OPEN BEFORE" (Here insert the time and date of bid opening).
31. No Email or fax bids will be accepted
32. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only.

Thanking you,
Yours faithfully,

P. Sivakumar
Senior Manager (Hardware)